



COUNTY OF LOS ANGELES TREASURER AND TAX COLLECTOR



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MARK J. SALADINO
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May 25, 2011

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TO: Mayor Michael D. Antonovich
Supervisor Gloria Molina
Supervisor Mark Ridley-Thomas
Supervisor Zev Yaroslavsky
Supervisor Don Knabe

FROM: Mark J. Saladino
Treasurer and Tax Collector 

SUBJECT: **SUCCESS OF E-COMMERCE INITIATIVES**

In the fall 2009, the Treasurer and Tax Collector (TTC), as part of the County's e-Commerce initiative, expanded payment options for both current and defaulted secured property taxes to include online payment options. These payment options allow taxpayers to pay their property taxes online using a checking account, at no cost to the taxpayer, or a credit/debit card, at a cost to the taxpayer. This implementation was the result of a collaborative effort among the TTC, the Chief Information Office, the Internal Services Department and the e-Commerce Readiness Group.

I am pleased to report that, with the payments received through the second installment (April 2011) of the annual property tax cycle, online property tax payments surpassed the \$1 billion mark. Specifically, in the year and a half since we first made these online payment options available, taxpayers have paid approximately \$1.3 billion in property taxes using these options. Over 80% of this total was paid utilizing the no cost checking account option; the remainder was paid with the credit card option. As use of this online service has grown, we have identified a downward trend in mail payments, from 62% of all collections in the first installment of 2009 (December) to 55% in the second installment of 2011 (April).

Taxpayer response to this service has been very positive. Through a survey that we make available to taxpayers who use this service, we have received very positive feedback on the service. Attached are typical examples of recent comments we received.

The TTC has also implemented online payment options for Business Licenses, and we are working to implement online payment options for delinquent debt collections.

Each Supervisor
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If you have any questions, please contact me, or your staff may contact Joseph Kelly, Chief Deputy Treasurer and Tax Collector, at (213) 974-2184.

MJS:JK:sld

Attachment

c: Chief Executive Officer
 Deputy Chief Executive Officer, Operations Cluster
 Chief Information Officer
 Internal Services Director

Los Angeles County Treasurer and Tax Collector
Survey Comments from Taxpayers who use Our Online Payment Options

COMMENT: I have been paying by eCheck for 2 years now. It's convenient and easy.

COMMENT: Very simple – LOVE THIS SYSTEM!!!!!!!

COMMENT: Great site – never discontinue it!

COMMENT: One of the best online payment systems. Considering that this is better than even some private businesses, hats off to LA County for designing this.

COMMENT: This is one the best designed web site bill paying applications. I especially appreciate that the security code is actually readable for us old folks.

COMMENT: WONDERFUL! DON'T CHANGE A THING!! THIS IS THE WAY I WANT TO PAY MY TAXES!

COMMENT: About as easy as it gets. Sorry I didn't do this sooner.

COMMENT: It takes away the worries of paying by mail or visiting your office.

COMMENT: Every time I use your website, I'm impressed with the quality and efficiency.

COMMENT: I have used echeck online for the past several payments and am THRILLED by the ease and convenience!

COMMENT: I love, love, LOVE being able to pay on line so easily. Thank you, thank you, thank you!

COMMENT: I have recommended to others...and one specific person thanks me every December and April for sharing the easy payment method online.

COMMENT: Thank you very much for providing online payment of my property tax. It is very convenient and I receive by email immediate confirmation. When mail was the only option I had to worry whether my payment was received and if it was received on time.

COMMENT: Getting my Mom to try it.

COMMENT: It's so easy that it almost makes you happy to pay your property taxes. Almost...